



Occupational Safety and Health

Violence in the Workplace

Introduction

- ★ Case studies
- ★ Second leading cause of death in the workplace
 - ★ Leading cause among women
- ★ One of every four employees are attacked, threatened or harassed each year

Definitions

- ✦ Workplace violence
- ✦ Occupational violent crime
- ✦ Employee
- ✦ Outsider
- ✦ Employee-related outsider
- ✦ Customer

Awareness

☀ Types of Violence

- ☀ Hitting
- ☀ Shoving
- ☀ Pushing
- ☀ Kicking
- ☀ Sexual assault

Awareness

★ Verbal Outbursts

- ★ Threats
- ★ Harassment
- ★ Abuse
- ★ Intimidation

Awareness

★ Sources of Violence

★ Internal

- Unstable economy
- Layoffs
- Authoritarian management
- Insensitive terminations
- Pressure to increase productivity
- Psychological instability
- Lack of individual responsibility

Awareness

☀ Sources of Violence

☀ External

- Working alone or in small groups
- Involved in exchanging money with the public
- Late night or early morning
- Guard valuable property
- High crime areas
- Work with the public

Awareness

☀ Customer Violence

- ☀ Not satisfied with service or product
- ☀ Hate to wait
- ☀ Mistakes are made
- ☀ Promises not kept

Prevention

- ✦ Organization must be involved at all levels
- ✦ Know the warning signs
- ✦ Report any violent behavior
- ✦ Learn to effectively deal with stress and conflicts



Knowing the Warning Signs

- ✦ Direct threats
- ✦ Veiled threats
- ✦ Conditional threats

Know the Warning Signs

- ★ Unusually argumentative
- ★ Does not cooperate with others
- ★ Cannot deal with authority
- ★ Blames others
- ★ Displays marked changes in behavior
- ★ Appears depressed often
- ★ Alcohol or drug abuse
- ★ History of violence

Report Workplace Violence

★ Crucial

- ★ Do not ignore
- ★ Consequences severe
 - ★ Personal guilt if not reported
 - ★ Disciplinary action
 - ★ Loss of life or injury

★ What to Report

★ Documentation

Deal with Stress

★ Stress is psychological or physical tension created by an action or situation such as:

- ★ Checkrides / flight evaluations
- ★ Examinations
- ★ Doctor or dentist visits
- ★ Personal (divorce, death, sickness, etc.)
- ★ Job deadlines

Affects on the Body

- ★ Heart beats faster
- ★ Breathing quickens
- ★ Liver releases stored nutrients
- ★ Blood pressure rises
- ★ Pupils dilate
- ★ Muscles tense
- ★ Various reactions
- ★ Chemicals released into the bloodstream

How to Deal with Stress

★ “The best way to deal with one kind of stress is to get more of another kind.”
Dr. Robert Hanson

- ★ Reconsider how you view stress
- ★ Stop trying to get rid of it
- ★ Make life interesting
- ★ Take on new challenges
- ★ Try sports or hobbies
- ★ Take a break

The Body's Cycle

- ✴ “Circadian Cycle”
- ✴ Try to sleep at the same time each day
- ✴ Don't sleep right after eating
- ✴ Use blackout shades
- ✴ Wake up with bright lights, lively music or cool shower
- ✴ Relax in a warm bath

Balanced Diet

- ✴ Eat right
- ✴ Eat a variety of foods
- ✴ Eat fresh foods
- ✴ Avoid processed foods
- ✴ Stay away from fatty foods
- ✴ Drink water

Substance Abuse

- ★ No drugs – period!
- ★ Alcohol in strict moderation
- ★ Know avenues of assistance
- ★ Seek help when needed

Exercise

- ✦ Regular
- ✦ Varied
- ✦ Often
- ✦ Avoid over exertion
- ✦ Warm up and cool down

Type-A Personality

- ★ Competitive
- ★ Overachievers
- ★ View life as a test
- ★ Sweat blood to get the job done
- ★ Secrete four times the adrenaline
- ★ Over half of all working men

Type-A Problems

- ✦ Constant state of alarm
- ✦ Performance can decrease as pressure increases
- ✦ Thinking can get muddled
- ✦ Prone to make more mistakes
- ✦ More a hindrance than a help
- ✦ Working toward an early grave

Type-A Solutions

- ★ Learn to laugh (at yourself)
- ★ Build relationships
- ★ Work on communicating with others
- ★ Let your feelings out
- ★ Slow down
- ★ Enjoy life outside work
- ★ Don't butt heads with other Type-A's

Conflict Recognition

- ★ Scheduling
- ★ Communication breakdowns
- ★ Priorities
- ★ Cost/financial objectives
- ★ Pressure
- ★ Differing views/expectations
- ★ Personality conflicts
- ★ Personal problems

Detection

- ✦ Conflict is normal
- ✦ Causes diverse and varied
- ✦ Not all are out in the open
- ✦ Open and honest environment encourages support

Reaction

★ Settling conflict

- ★ Competition (win/lose)
- ★ Accommodation (lose/win)
- ★ Avoidance (lose/lose)
- ★ Compromise (win/lose-win/lose)
- ★ Collaboration (win/win)

Win/Win

- ✦ Willingness to resolve
- ✦ Willingness to go to root of problem
- ✦ Willingness to empathize

A-E-I-O-U

- ★ **A**ssume
- ★ **E**xpress
- ★ **I**dentify
- ★ **O**utcome
- ★ **U**nderstanding

Resolution

- ✦ Anticipate other's reactions
- ✦ Identify greatest points of resistance
- ✦ Decide best time to approach
- ✦ Establish what is “in it” for other party

Mediation

- ✦ Determine the players
- ✦ State what action will be taken
- ✦ Ask for input, one person at a time
- ✦ Get player-generated solutions
- ✦ Prepare schedule for implementation
- ✦ Measure progress

Communication

- ✦ Be respectful
- ✦ Be fair
- ✦ Listen
- ✦ Paraphrase
- ✦ Be aware of body language
- ✦ Ask open-ended questions

When All Else Fails

QUIT!





Questions/Comments

Violence in the Workplace